

ABSTRACT OF THE DISCLOSURE

A method and apparatus for extensible real-time workflows are described. The
5 present invention allows a user of a transaction processing system, such as a customer
relationship management (CRM) tool or an automatic call distribution (ACD), for
example, to easily add new event sources without recompiling the core workflow server
engine of the transaction processing system. The invention also supports features such as
the adding of new services, the exchange of events and parameters with other systems,
10 real-time collection and display of workflow statistical information, the use of a
centralized configuration database, incremental loading and unloading of workflows and
rules, and exception handling.

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